

Dynamics 365 Customer Voice

Dynamics 365 Customer Voice is Microsoft’s premier solution for customer feedback management. Customer Voice provides organizations with effective solutions to build and analyze customer surveys and identify metrics they need to improve the experience of their customers.

Projects in the application is created and can contain multiple surveys that share similar measurements or settings to make the management easier. There are several templates for different features within Customer Voice from survey questions to report customizations as well. The templates allow for quality surveys to be quickly crafted, and they can be easily edited for better personalization. A dashboard is automatically created for each set of metrics showcasing recent trends & scores.

Customer Voice helps Turning raw data into deeper insights, share data across systems, and build brand loyalty by accelerating in-the-moment responses.

Dynamics 365 Customer Voice is a product which can be integrated with other Microsoft applications like sales, customer service, field service...etc. or can be used as a standalone.



Customer Voice Benefits

- Capture feedback immediately across channels with personalized surveys to continuously track customers’ perception of your services and products.
- Uncover customer sentiment, trends, and the metrics that matter to your business to ensure complete understanding of your customers.
- Connect with your customers in the moments that matter with predictive insights, automatic alerts, and customized workflows.
- Tracking customer sentiment to drive business opportunities
- Surveys can be customized to include satisfaction metrics. These help to gauge the effectiveness of a company’s efforts to provide a positive customer experience.
- Provide different types of questions are multiple choice, text entry, star/number ratings, date picker, option ranking, Likert, and net promoter score.
- Integrating seamlessly with the data in other Dynamics 365 applications like Dynamics 365 Marketing and Dynamics 365 Sales and other Apps as well

